

## ***APPENDIX C***

### ***SOW EXHIBITS***

**APPENDIX C  
EXHIBITS  
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**EXHIBT 1**  
**CONTRACT DISCREPANCY REPORT**

**TO:**

**FROM:**

**DATES:**      **Prepared:** \_\_\_\_\_  
                  **Returned by Contractor:** \_\_\_\_\_  
                  **Action Completed:** \_\_\_\_\_

**DISCREPANCY PROBLEMS:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of County Representative

\_\_\_\_\_  
Date

**CONTRACTOR RESPONSE (Cause and Corrective Action):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Contractor Representative

\_\_\_\_\_  
Date

**COUNTY EVALUATION OF CONTRACTOR RESPONSE:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of County Representative

\_\_\_\_\_  
Date

**COUNTY ACTIONS:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**CONTRACTOR NOTIFIED OF ACTION:**

County Representative's Signature and Date \_\_\_\_\_

Contractor Representative's Signature and Date \_\_\_\_\_

## EXHIBIT 2

### PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART APS EMERGENCY SHELTER PROGRAM

The Performance Requirements Summary (PRS) Chart is a listing of the minimum services and performance required, which shall be monitored during the CONTRACT term. The PRS Chart lists the Service Standards and Acceptable Level of Performance.

**Performance Outcomes** – Goals attained by CONTRACTOR in meeting the required Service Standards.

**Service Standard** – Minimum units of service required to be in compliance with CONTRACT.

**Acceptable Quality Level (AQL)** – Minimum level of service to be in compliance with CONTRACT.

**Percent Adherence to AQL**– Minimum percent required to adhere to AQL (100% denotes full adherence).

**Remedies for Non-Compliance** – Course of action COUNTY may use if CONTRACTOR does not comply with CONTRACT Standards.

The list of required services and/or standards in the Performance Requirements Summary (PRS) Chart shall be consistent with the terms and conditions of the CONTRACT and Exhibit A, Statement of Work, and are not meant to expand or modify CONTRACTOR's obligation(s) beyond the terms and conditions of the CONTRACT. In the event of an inconsistency between the Service Standards and the terms and conditions of the CONTRACT, the CONTRACT and Exhibit A, Statement of Work shall prevail.

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REFERENCE	PERFORMANCE OUTCOMES	SERVICE STANDARD/ ACCEPTABLE QUALITY LEVEL (AQL)	PERCENT ADHERENCE TO AQL	REMEDIES FOR NON-COMPLIANCE
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.1</b>	Elimination of immediate risk/danger to client while in shelter.	CONTRACTOR must provide and have available at all times, a shelter bed for any Client referred by Community and Senior Services, Adult Protective Services Social Workers.	100%	CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 4.0, Staffing, Subsection 4.1.2</b>	Elimination of immediate risk/danger to client while in shelter.	CONTRACTOR shall have at least one staff member is available at all times to attend to Client's needs.	100%	CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.10</b>	Elimination of immediate risk/danger to client while in shelter.	CONTRACTOR shall notify APS when Client vacates shelter.	100%	CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract

<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.2</b>	Provision of proper medical attention while in shelter.	CONTRACTOR shall administer Client's medication as needed.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.9.3</b>	Provision of proper medical attention while in shelter.	CONTRACTOR shall make arrangements to transport Client to a hospital for an emergency or medical appointments.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.8</b>	Provision of Client's adequate nutritional needs while in shelter.	CONTRACTOR shall provide client with at least three (3) meals per Client, per At least three (3) meals per Client per day.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.8.2</b>	Provision of client's adequate nutritional needs while in shelter.	CONTRACTOR shall ensure client's individual dietary needs are met.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract

<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.8</b>	Provision of Client's adequate nutritional needs while in shelter.	CONTRACTOR shall feed client if necessary	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 1.0, Scope of Work, Subsection 1.2</b>	Elimination of immediate risk/danger to Client while in shelter.	CONTRACTOR shall be licensed by the California Department of Social Services, Community Care Licensing Division (CCLD) during the duration of the Master Agreement term.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.6</b>	Elimination of immediate risk/danger to client while in shelter.	CONTRACTOR shelter facility, including kitchen, dining room, bathrooms, and outside area, shall be clean and sanitary, well lit, and safe, have clean and non-slippery floors, floors free of obstacles and debris, have private rooms with beds easily accessible from doorway for APS clients, and have non-ambulatory designed rooms with wheelchair access.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract
<b>Exhibit A, Statement of Work, Section 2.0, Specific Tasks, Subsection 2.1.1</b>	Elimination of immediate risk/danger to client while in shelter.	CONTRACTOR shall accept all referred persons by Los Angeles County Adult Protective Services Social Workers as Clients.	100%	If CONTRACTOR'S performance does not meet the Acceptable Quality level, the COUNTY will have the option to apply the following remedies:  *Corrective Action Plan; *Suspension of Payment; *Suspension of Contract; and/or *Termination of Contract